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MEMORANDUM

To: Vermont Performance Indicator Project Advisory Group

From: John A. Pandiani
Lisa Gauvin
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Date: May 21, 1997

Re: A Composite Measure of Access to Services

This is the fifth in our series of reports on access to adult mental health services in Vermont. This report combines four different measures of access into a star diagram for a total composite measure of access to adult mental health services in Vermont.

We look forward to your comments on the quality of the data, the appropriateness of the analysis, and the effectiveness of the presentation of the data. We also look forward to your interpretation of the results.

A Composite Measure of Access to Services

Question: How do adult mental health programs in Vermont compare when a variety of measures of access to services are considered together?

Data: Four different measures of access to adult mental health programs have been produced by the Vermont Adult Mental Health Performance Indicator Project. These indicators use a combination of electronic Financial Reports, Quarterly Service Reports, and population data published by the Vermont Department of Health.

Methods: Each of these four measures of access is a ratio of a measure of service provision to a population base. These measures include expenditures per capita, expenditures per client served, people served per capita, and people served as a percent of people with serious mental illness. Each of these measures was presented for the overall adult mental health component and the CRT program in each of Vermont's ten community services areas.

In order to facilitate multidimensional comparison of these measures of access to community mental health programs for adults, the attached pages present the four dimensions of access in a "star diagram" format. On the star diagrams, each measure of access is plotted on one spoke of a "wheel". The center of the wheel marks the zero point for each dimension (no access). The end point of each spoke represents the highest observed value for each dimension (greatest access). When these end points are connected, they provide a visual representation of overall access to a program. The size of the enclosed area can be used to provide a single measure of the accessibility of mental health services for adults in a region.

On the attached sheets, a star diagram of this composite measure of access is presented for the overall adult mental health component in each of the state's ten community service areas, and for each CRT program. The table presents each of the access measures, and the composite measure (area covered by the star) for each region. In computing the area of each star diagram, all measures were standardized to a scale of 0-100 where 100 was equal to the greatest observed value for measure of access. In order to compare the regions, the composite measure for each service area is compared to the overall statewide average of composite measures and expressed as a percent of the statewide average.

Results: According to the composite measure of access to the overall adult mental health component of community mental health centers in Vermont, residents of the Washington County and Lamoille County service areas have substantially greater access than residents of other regions. Access to adult mental health services in the Washington County region is more than twice as great as the statewide average. The composite measure of access for four services areas (Howard, Franklin, Rutland, and Orange) was less than 70% of the statewide average.

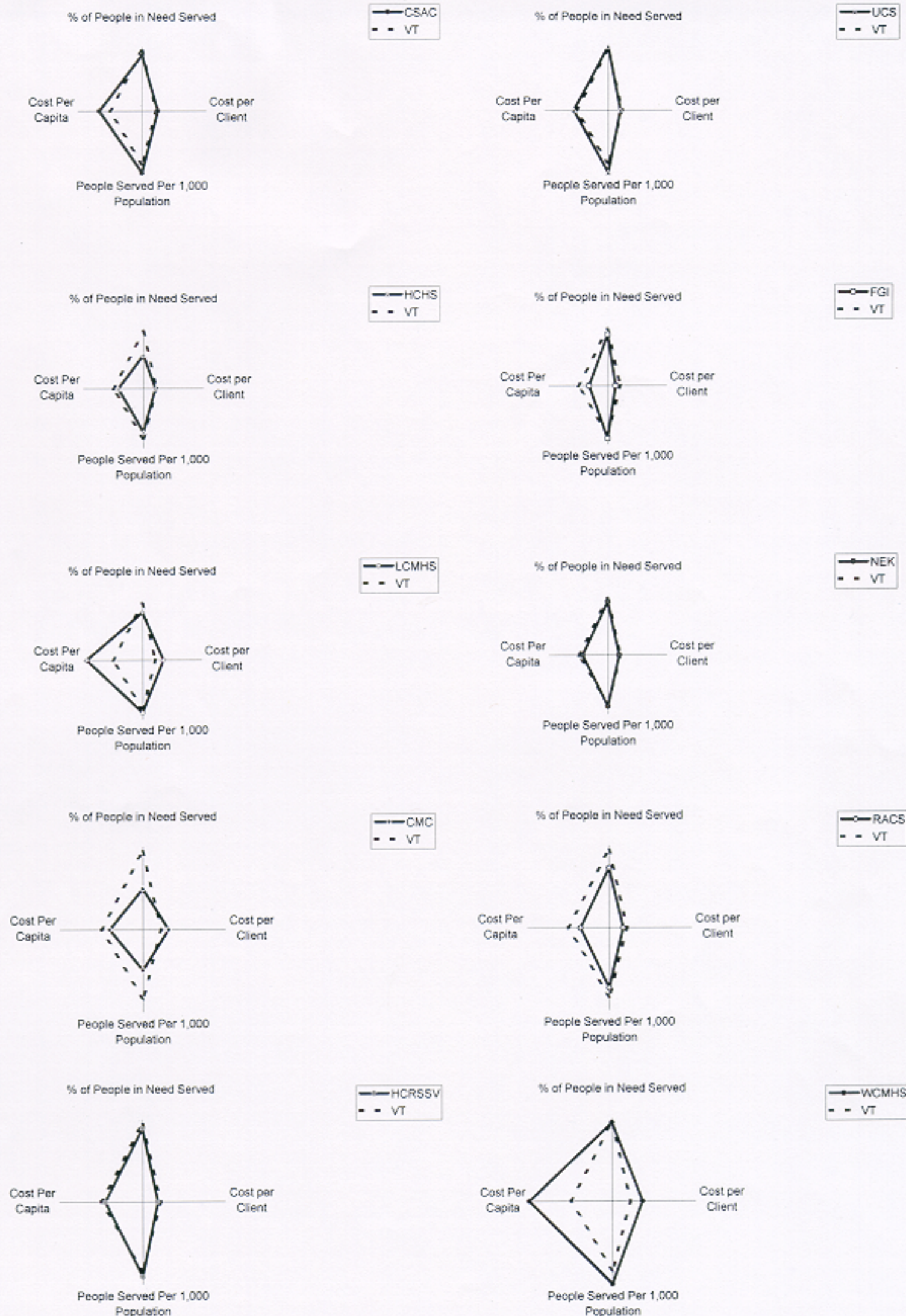
Variation among community mental health service areas on the composite measure of access to CRT programs is similar to the variation on the composite measure for the overall adult mental health component.

Questions: Is this a helpful way to look at information on access to services? Are these appropriate dimensions of access to be measuring and using in this way? Are there other dimensions of access to services that should be added to this presentation?

What else do these diagrams tell us about the various community mental health programs for adults in Vermont?

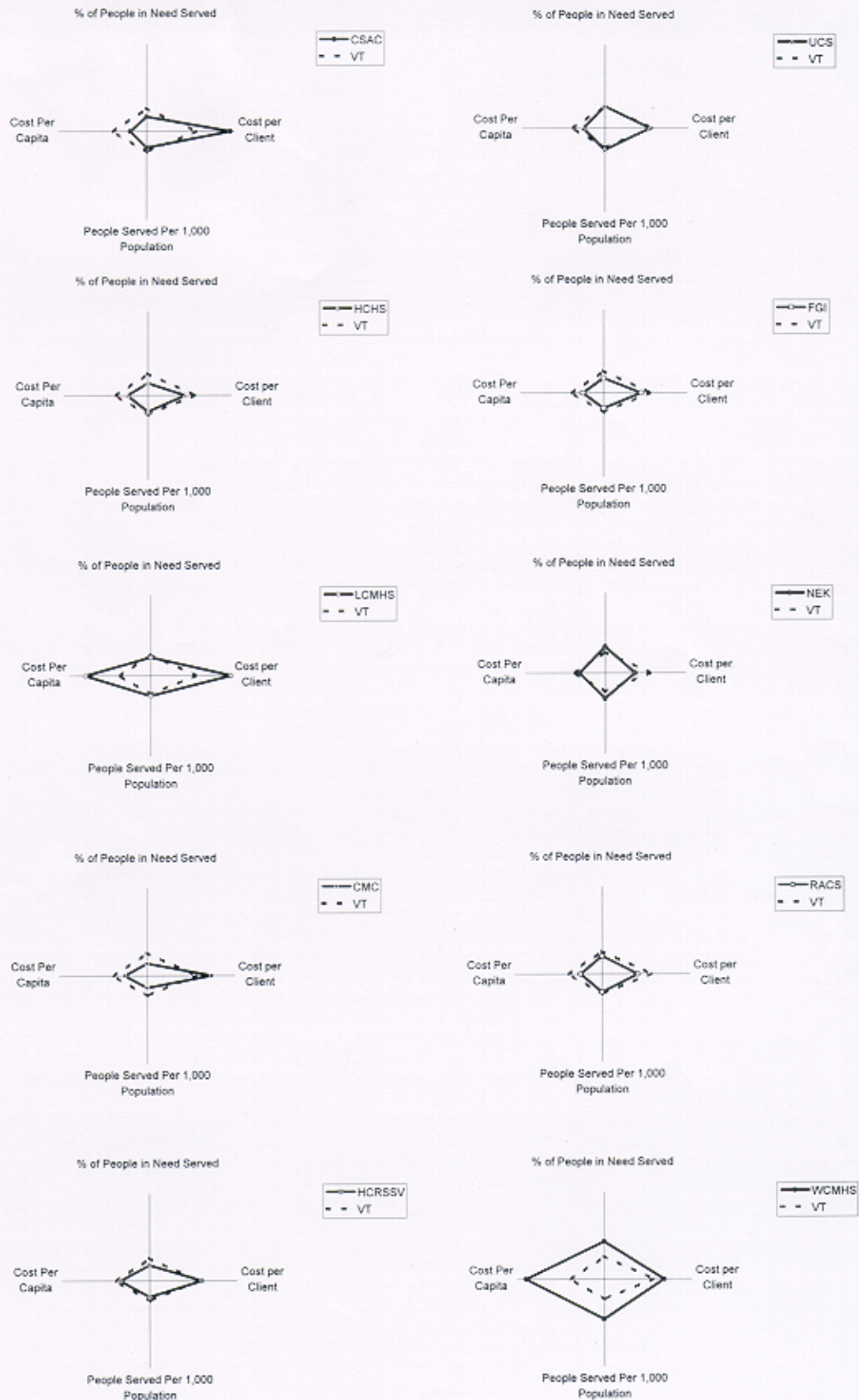
Adult Mental Health Program Components

Access Indicators for FY1996



This chart is based on data reported in DDMHS FY1996 Wide Book. For the purpose of graphical presentation, all measures were standardized to a scale of 0-100, where 100 is equal to the greatest observed value for each dimension. The value at the intersection of the axes is 0. The value at the end of the axes is 100. Actual values may be obtained from the DDMHS FY1996 Wide Book.

Community Rehabilitation and Treatment Access Indicators for FY1996



This chart is based on data reported in DDMHS FY1996 Wide Book. For the purpose of graphical presentation, all measures were standardized to a scale of 0-100, where 100 is equal to the greatest observed value for each dimension. The value at the intersection of the axes is 0. The value at the end of the axes is 100. Actual values may be obtained from the DDMHS FY1996 Wide Book.

Four Components of Access to Adult Mental Health Services Vermont FY1996

Adult Mental Health Program Components

<u>Provider</u>	<u>% of People in Need Served</u>	<u>Cost Per Client</u>	<u>People Served Per 1,000 Population</u>	<u>Cost Per Capita</u>	<u>Composite Measure of Access</u>
CSAC	0.53	\$2,628	31	\$81	131%
UCS	0.60	\$2,077	31	\$66	114%
HCHS	0.34	\$2,106	23	\$51	62%
FGI	0.52	\$1,438	29	\$38	61%
LCMHS	0.48	\$3,760	29	\$115	171%
NEK	0.54	\$2,039	28	\$53	86%
CMC	0.30	\$3,307	16	\$49	55%
RACS	0.44	\$1,831	23	\$43	60%
HCRSSV	0.54	\$1,963	29	\$55	89%
WCMHS	0.57	\$3,854	32	\$122	207%
Vermont Average	0.57	\$2,333	27	\$62	100%

Community Rehabilitation and Treatment Programs, FY1996

<u>Provider</u>	<u>% of People in Need Served</u>	<u>Cost Per Client</u>	<u>People Served Per 1,000 Population</u>	<u>Cost Per Capita</u>	<u>Composite Measure of Access</u>
CSAC	0.10	\$10,134	6	\$62	86%
UCS	0.16	\$5,715	8	\$49	89%
HCHS	0.09	\$4,738	6	\$30	51%
FGI	0.11	\$4,805	6	\$30	55%
LCMHS	0.14	\$10,601	8	\$99	188%
NEK	0.20	\$3,921	10	\$39	96%
CMC	0.08	\$7,859	4	\$31	60%
RACS	0.13	\$4,353	7	\$30	59%
HCRSSV	0.11	\$6,362	6	\$41	73%
WCMHS	0.26	\$7,260	15	\$110	304%
Vermont Average	0.16	\$5,919	7	\$46	100%

Percent of People in Need Served refers to the number of people served vs. the number of people estimated (using Kessler's prevalence estimate) to have a severe mental illness.

Cost per client is based on QSR and financial reports submitted by Vermont's community service providers. Cost per client is based on expenditures reported in financial reports submitted by Vermont's community service providers and the adult population (18 yrs and older) of each service area.

Adult Mental Health Program Components include Adult Outpatient, Community Rehabilitation and Treatment, and Emergency Services Programs.

Composite Measure of Access is the area enclosed by the star diagram expressed as a percent of the average area enclosed.